



UNPAID INTERNSHIP DESCRIPTION

INTERNSHIP HOST INFORMATION

State Department / Agency: Department of Human Services

State Division / Office: Assistance Programs

Location of Internship: Kent County - Grand Rapids Office

INTERNSHIP SCHEDULE

Internship Time Period: Winter/Spring (Jan - Apr) - 2013

Internship Hours Requested Per Week: 10-20

PREFERRED EDUCATION

Major / Minor: All majors accepted - Social Work and Spanish Bilingual applicants preferred (SEVERAL OPENINGS)

Level of Education: Select One

Preferred Skills / Qualifications:

- Flexible Schedule, prefer applicants Monday-Thursday
- Ability to communicate and work with the public
- Ability to manage lobby workflow
- Technical capability to work with new online application system, MIBridges on a Kiosk machine
- Attendance and punctuality is crucial
- Not required but preference will be provided to those who are bilingual in Spanish
- Open to all majors but preference will be provided to those who are in Social Work
- Confidentiality, excellent customer service and professional conduct

Through this internship, student intern will develop or further strengthen the following competencies:

<input type="checkbox"/> Adaptability	<input type="checkbox"/> Continuous Learning	<input type="checkbox"/> Initiating Action
<input type="checkbox"/> Building Strategic Working Relationships	<input checked="" type="checkbox"/> Contributing to Team Success	<input type="checkbox"/> Innovation
<input checked="" type="checkbox"/> Building Trust	<input checked="" type="checkbox"/> Customer Focus	<input type="checkbox"/> Planning & Organization
<input type="checkbox"/> Coaching	<input checked="" type="checkbox"/> Decision Making	<input checked="" type="checkbox"/> Tech/Prof Knowledge & Skills
<input checked="" type="checkbox"/> Communication	<input type="checkbox"/> Follow-Up	<input checked="" type="checkbox"/> Work Standards

INTERNSHIP DESCRIPTION

Internship Title: DHS Eligibility Specialist Intern- Grand Rapids (Kent County)

Intern Responsibilities / Projects:

- Department of Human Services in Grand Rapids has implemented an innovative kiosk application system called MIBridges. We are seeking interns to manage the lobby area and assist incoming clients with online applications.
- Assist clients in completion of electronic application forms and explain program requirements
- Familiarize yourself and refer clients to other agencies or service programs as appropriate
- Clearly convey and receive information and ideas that engage clients to help them understand and retain the message
- Effectively meet client needs by building a productive relationship and taking responsibility for client satisfaction

With questions or for more information about the State of Michigan Internship Program, please contact:
Civil Service Commission, Career Services, 800-788-1766, MCSC-CareerServices@michigan.gov



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- Interpret and apply instructions and guidelines to resolve work concerns
- Familiarize yourself with agency programs and policies
- Provide quality customer service to resistant clients
- Work with a diverse population
- Diffuse volatile situations
- Navigate and troubleshoot online application system, MI Bridges
- Scan and upload documents
- Interact professionally with all Department of Human Services staff and clientele
- Ability to accurately and efficiently record daily hours and duties using Microsoft Word and Excel
- Arrive and leave timely for scheduled shift
- GOAL: To provide quality customer service to Kent County's most vulnerable population by independently determining client need and assisting them in applying for the most beneficial state assistance programs such as Food Assistance, Medicaid, Child Development & Care, and other programs administered by the Department of Human Services.
- Interns must also agree to maintaining confidentiality and conducting a professional demeanor at all times
- Will accept academic college credit but academic college credit is not a requirement for this internship

APPLICATION PROCESS

Submit: 1) internship application, 2) résumé, 3) cover letter, and 4) academic history to:
MCSC-CareerServices@michigan.gov or 517-373-7690 (fax).